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**EFFECTIVE**

February 1, 2019.

**Subject(s)**

1. Commencement.
2. History/trends.
3. Mandated reporter follow-up.
4. Threatened harm.
5. Safety Assessment.
6. Family Assessment of Needs and Strengths (FANS) and Child Assessment of Needs and Strengths (CANS).
7. Supervisory oversight.
8. Obsolete policy items.

**1) Commencement****PSM 713-01, CPS Investigation - General Instructions and Checklist**

Commencement definition and description were moved from PSM 712-4, Intake - Minimal Priority Response Criteria. The commencement definition and description were altered to incorporate additional activities which could be taken to begin an investigation and successfully complete commencement.

*Reason:* Children's Services Agency (CSA) recommendation as a result of Operation Excellence, a response to the Office of Auditor General (OAG) CPS Investigation audit findings.

**2) History/Trends****PSM 713-01, CPS Investigation - General Instructions and Checklist**

History and trends were moved from PSM 713-10, CPS Investigation Report. Eight specific areas for a thorough history/trends search were added to policy.

*Reason:* CSA recommendation as a result of Operation Excellence, a response to the OAG CPS Investigation audit findings.

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**3) Mandated  
Reporter Follow  
Up****PSM 713-01, CPS Investigation - General Instructions and Checklist**

Verbal follow-up with mandated reporter for the purpose of obtaining additional information or seeking clarification/verification of information is no longer required. Caseworkers may contact the mandated reporter for additional information or to begin the investigation, to complete commencement.

*Reason:* CSA recommendation as a result of Operation Excellence, a response to the OAG CPS Investigation audit findings.

**4) Threatened Harm****PSM 713-08, Special Investigative Situations and PSM 713-11, Assessments**

Current threatened harm has been removed from policy. Policy also requires a threatened harm assessment. The threatened harm assessment has been broken down into five major areas:

- Severity of past behavior.
- Length of time since past incident.
- Evaluation of services.
- Benefit from services.
- Vulnerability of child.

*Reason:* CSA recommendation as a result of Operation Excellence, a response to the OAG CPS Investigation audit findings.

**5) Safety  
Assessment****PSM 713-11, Assessments**

Policy regarding Safety Assessment was moved from PSM 713-01, CPS Investigation - General Instructions and Checklist. The Safety Assessment must be completed at or near the end of the investigation, when sufficient evidence and information has been collected to accurately complete the tool.

*Reason:* CSA recommendation as a result of Operation Excellence, a response to the OAG CPS Investigation audit findings.

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**7) FANS/CANS****PSM 713-11, Assessments**

Policy regarding FANS/CANS were moved from PSM 713-12, Family and Child Assessments of Needs and Strengths.

FANS/CANS are not required to be completed during the investigation period.

Policy regarding CANS contains thorough definitions and descriptions for all assessment items.

*Reason:* CSA recommendation.

**8) Supervisory Oversight****PSM 713-14, Supervisory Oversight**

Policy item was created to detail supervisor responsibilities for investigation oversight and approval. The policy describes requirements for the Supervisor Control Protocol and the supervisor checklist.

*Reason:* CSA recommendation as a result of Operation Excellence, a response to the OAG CPS Investigation audit findings.

**9) Obsolete Policy Items****PSM 712-9, Notification to Mandated Reporters****PSM 713-03, Face-to-Face Contact****PSM 713-09, Completion of Field Investigation****PSM 713-10, CPS Investigation Report****PSM 713-12, Family and Child Assessments of Needs and Strengths**



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**MANUAL  
MAINTENANCE  
INSTRUCTIONS****Added Items ...**[PSM 713-14](#)**Changed Items ...**[PSM 712-3](#)[PSM 712-4](#)[PSM 713-01](#)[PSM 713-04](#)[PSM 713-08](#)[PSM 713-11](#)[PSM 716-7](#)**Deleted Items ...**

PSM 712-9

PSM 713-03

PSM 713-09

PSM 713-10

PSM 713-12